

DMV Modernization Project

Idaho
Transportation
Department



October 2, 2009



DMV Modernization Project

Project Purpose

- Replace the 30-year old DMV system that provides the functionality needed for 104 county offices to issue driver licenses, vehicle titles and registrations
- Provide a more supportable technology as IT staff are approaching retirement and availability of resources to support the system are severely limited
- Provide a new system that will utilize modern technology that can meet the changing business needs of DMV



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Business Case -The new system will:

- Provide the capability to increase options for service delivery to DMV customers
- Improve information security, procedural integrity and financial accountability
- Provide a customer centric record model containing data across all DMV systems – One Customer – One Record”
- Improve access and quality of data for law enforcement



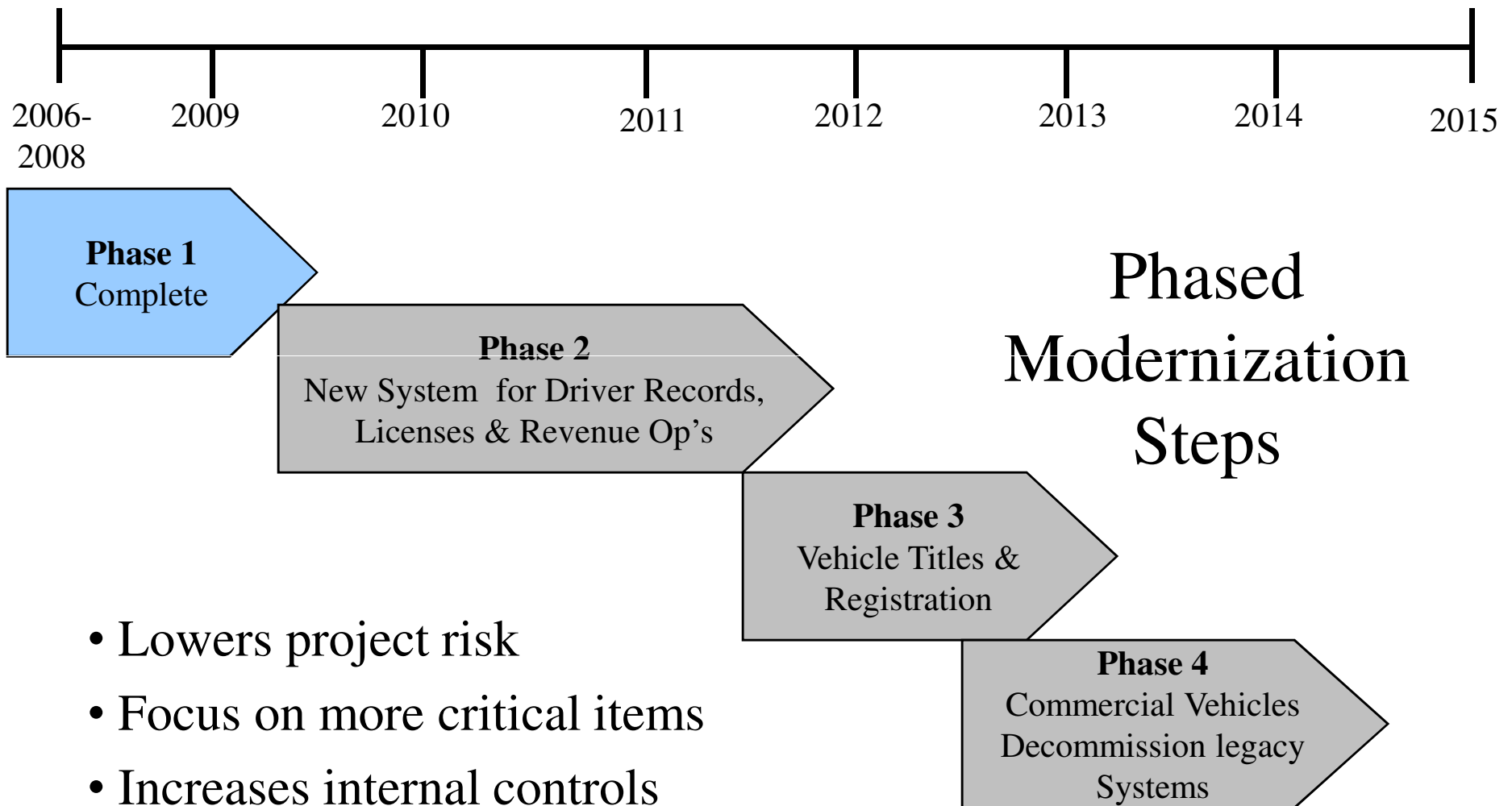
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Business Case cont.

- Improve the ability of managers to monitor and balance staff workload
- Keeping the current system alive would require increasing the maintenance budget by \$3 Million annually
- Given the limited ability of the existing system to meet the business needs and the needed additional funding, a decision was made to modernize the system. Lawmakers agreed.



Project Schedule & Approach





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Project Funding

- The 2009 Legislature passed HB334 that authorized a DMV fee increase to fund information technology effective 1/1/2010
- Additional funding is available from federal grants related to data quality, system security and Commercial Vehicle Systems
- Federal Motor Carrier Safety Administration (FMCSA) will provide funding via the grant process



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Project Budget

FY10 – \$5.5M

FY- 11- \$9M

FY12 - \$7.9M

FY13 - \$3M

FY14 - \$2M

Total cost for the new DMV system \$28.7M



DMV Modernization Project

High Risk Project

- Mitigations
 - Executive Sponsor and Steering Committee commitment
 - Strong internal controls & independent quality assurance
 - Augment project and business staff skill sets
 - Effective communication and stakeholder analysis
 - Modify business processes to minimize customization
 - Effective and consistent vendor management
 - Take time to plan
- Outcome
 - On Time - On Budget - Quality Product



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Questions?



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Council Decision:

Does the Council approve this project?